

W-01737A-12-0478

ORIGINAL



0000147912

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112577

Date: 9/4/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: xxx

Melaragni

Account Name: Melaragni Family

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: New River

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: New River Utility Company

Division: Water

Contact Name:

Arizona Corporation Commission
Contact Phone:

Nature of Complaint:

From: The Melaragni Family [mailto:
Sent: Tuesday, September 03, 2013 3:38 PM
To: Utilities Div - Mailbox
Subject: Email from Public for Utilities Division

DOCKETED

SEP - 5 2013

DOCKETED BY

NR

Re: Docket #W-01737-12-0478

I am writing as a resident of Fletcher Heights and a customer of New River Utility, asking you to decline their requested increase. Their largest offense was during the month+ long lack of water pressure. Not only was this a HUGE inconvenience for showers but their lack of water pressure had me washing every single load of laundry 2 times due to the lack of water pressure that would stop my washer. I was on the verge of calling a plumber when finally my husband suggested calling the water company, only then was I told about their issue. They should have let us know immediately. In my opinion, they earned their extra money during their outage.

This company has provided absolutely zero customer service. They never answer their calls and when they get back with you they are always rude and defensive. Even if you're asking a simple question - which I've only done twice, first was their bacterial notice (yuck) and then during their well outage I previously mentioned.

Please do not reward them until they deserve it.

Thank you for your time,

The Melaragni Family
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2013 SEP - 5 A 9:53

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01737-12-0478. closed

End of Comments

Date Completed: 9/4/2013

Opinion No. 2013 - 112577

W-01737A-12-0478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2013 - 112584

Date: 9/4/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: George

Showcross

Account Name: George Showcross

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Peoria

CBR:

State: AZ Zip: 85382

is:

Utility Company. New River Utility Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer is opposed to the 80% rate increase that New River Utility Company is asking for. He feels that the company should be asking for a smaller amount of an increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01737A-12-0478. closed

End of Comments

Date Completed: 9/4/2013

Opinion No. 2013 - 112584

W-01737A-12-0478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112589

Date: 9/4/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Dennis

Sethe

Account Name: Dennis Sethe

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: New River

CBR:

State: AZ Zip: 00000

is:

Utility Company. New River Utility Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

Consumer states that he received a note on his fence stating that the utility company was asking for an 86% rate increase. He is opposed to this increase. He states that he is a Senior and if on a fixed income. Social Security is not giving any increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinino noted and filed in Docket No. W-01737A-12-0478. closed

End of Comments

Date Completed: 9/4/2013

Opinion No. 2013 - 112589

W-01737A-12-0478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 112597

Date: 9/4/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Vera

Mitchum

Account Name:

Vera Mitchum

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

New River

CBR:

State:

AZ Zip: 00000

is:

Utility Company:

New River Utility Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Caller is opposed to the rate increase being requested.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01737A-12-0478. closed

End of Comments

Date Completed: 9/4/2013

Opinion No. 2013 - 112597